



Paratransit Customer Survey Key Findings

SamTrans Board Meeting
December 2, 2015
Agenda Item 4



Purpose

- Obtain ridership characteristics of Redi-Wheels and RediCoast customers (e.g., demographic and trip purpose)
- Assess key customer satisfaction components
- Collect other information: whether ride fixed-route, how obtain information, cell and internet usage
- Ask about overall experience as well as recent trip

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Methodology

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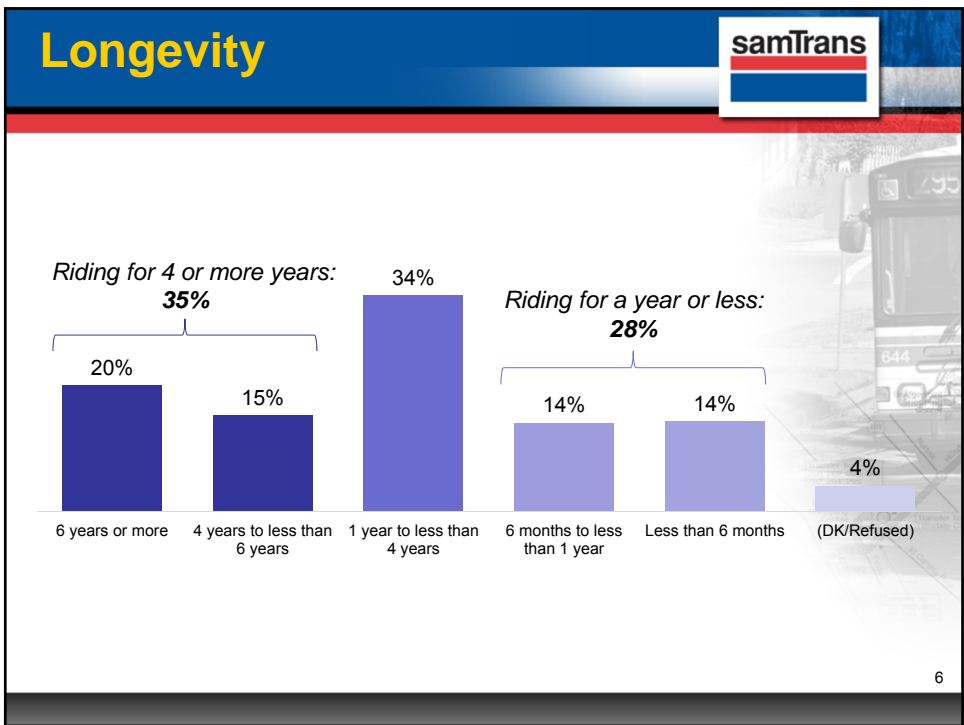
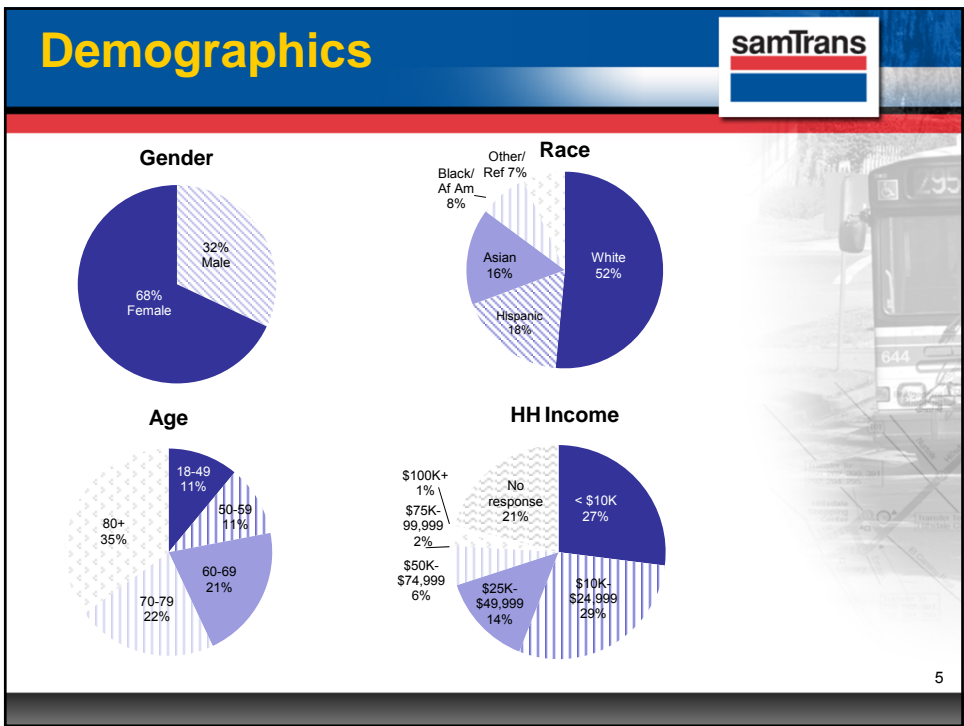
- Telephone survey of Redi-Wheels and RediCoast customers
- Conducted by EMC Research
- 500 completed surveys (464 English, 25 Spanish, 6 Cantonese, 5 Tagalog)
 - 439 customers
 - 61 customers' caregivers or family

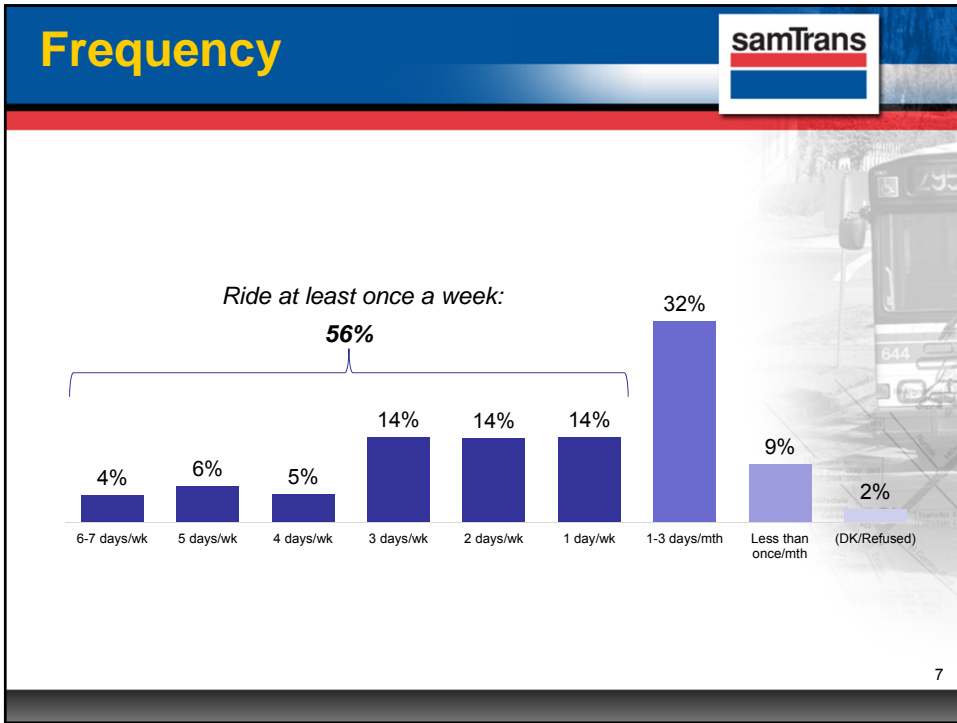
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Rider Characteristics

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Reason for Riding

Condition	%
A mobility impairment (whether use wheelchair or walk)	56
A cognitive disability or cognitive/mental impairment (e.g., Alzheimer's, mental illness, stroke)	12
Blindness or low vision	11
Frailty or a problem with energy (e.g., asthma, HIV/AIDS, congestive heart failure)	9
Arthritis	7
Other health issues (e.g., kidney disease, cancer, diabetes) or unspecified	15
Don't know/refused	4


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Recent Trip Ratings



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Satisfaction

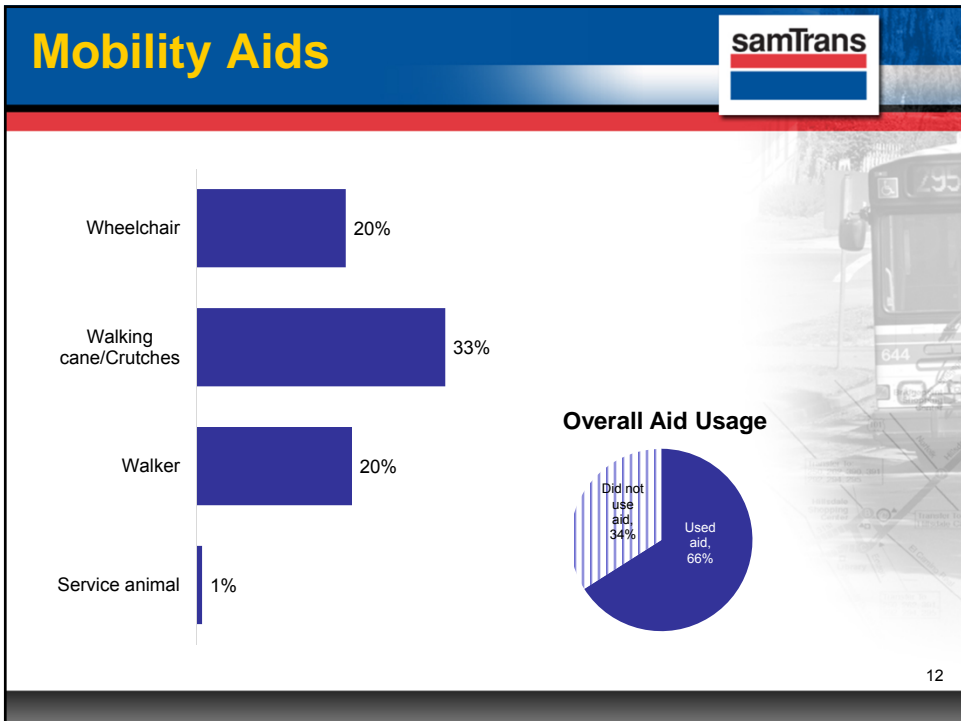
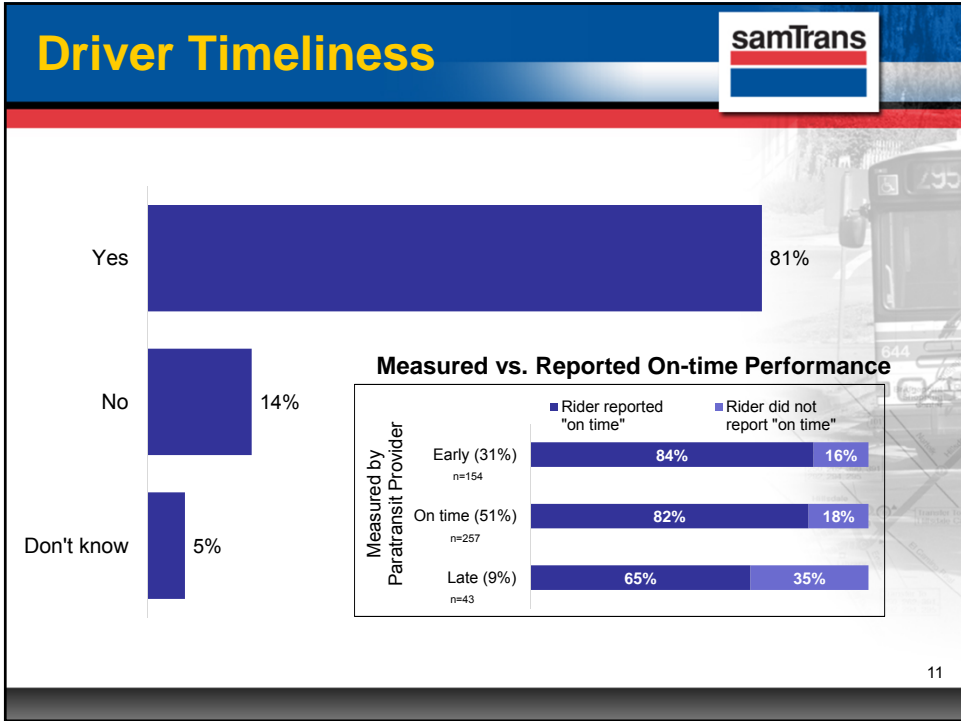
- Ratings for overall trips are similar to recent trip

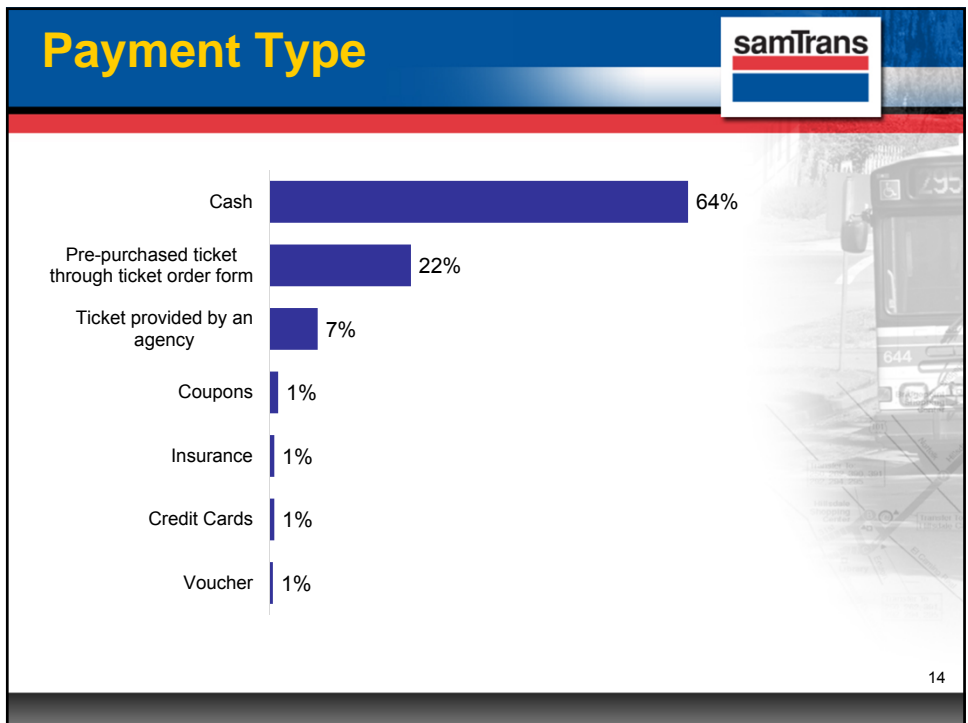
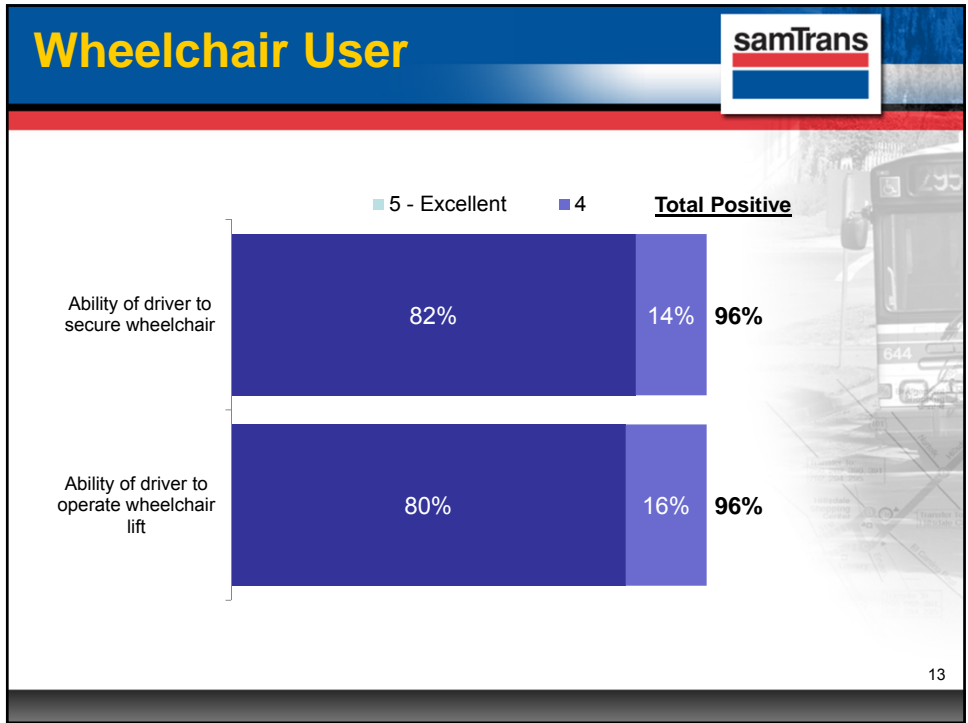
■ 5 - Extremely satisfied ■ 4 ■ 3 ■ 2-1 - Unsatisfied ■ DK

Category	5 - Extremely satisfied	4	3	2-1 - Unsatisfied	DK
Overall quality of service	61%	21%	9%	7%	2%
Safety of the driver in operating the vehicle	79%	14%	4%	3%	0%
Assistance received from the driver when entering and exiting...	75%	14%	5%	2%	4%
Reservation process	71%	18%	6%	3%	1%
The patience and sensitivity of the driver	69%	20%	6%	3%	2%
The vehicle	69%	16%	7%	5%	3%




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Main Purpose of Trip




Purpose	%
Medical appointment other than dialysis or rehabilitation	51
Errands (grocery shopping, bank, drug store, hair appointment, shopping)	12
Visiting/recreation/social/out for a meal	8
Physical therapy/rehabilitation	5
Renew Redi-Wheels certification	5
Other* (e.g., dialysis, employment, school, visit a place of worship, pick up prescriptions)	17
Don't know/refused	2


*3% or less each



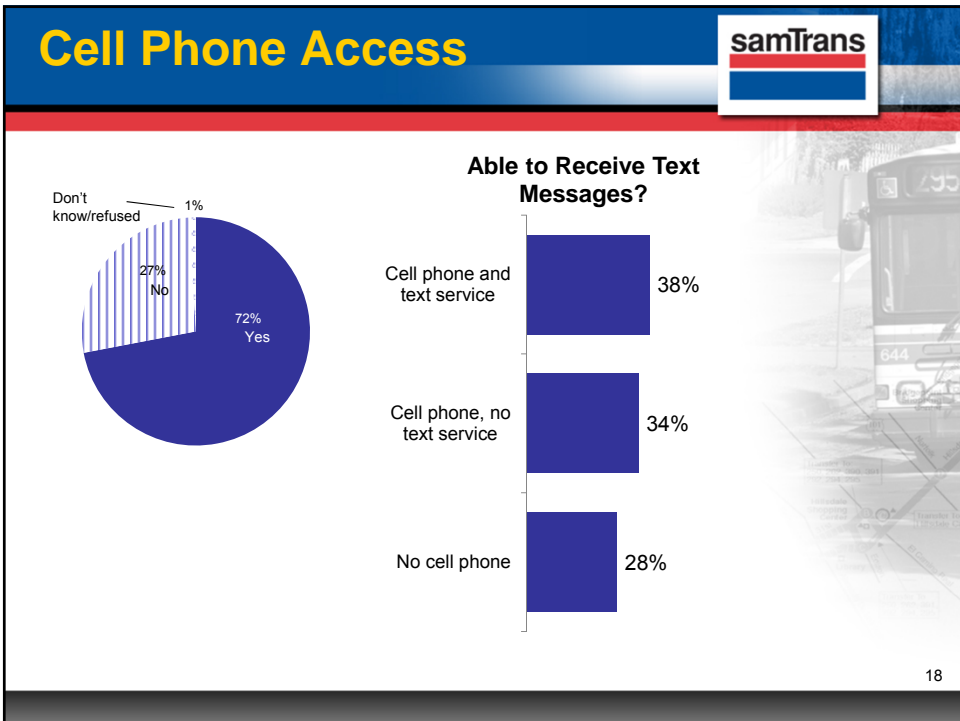
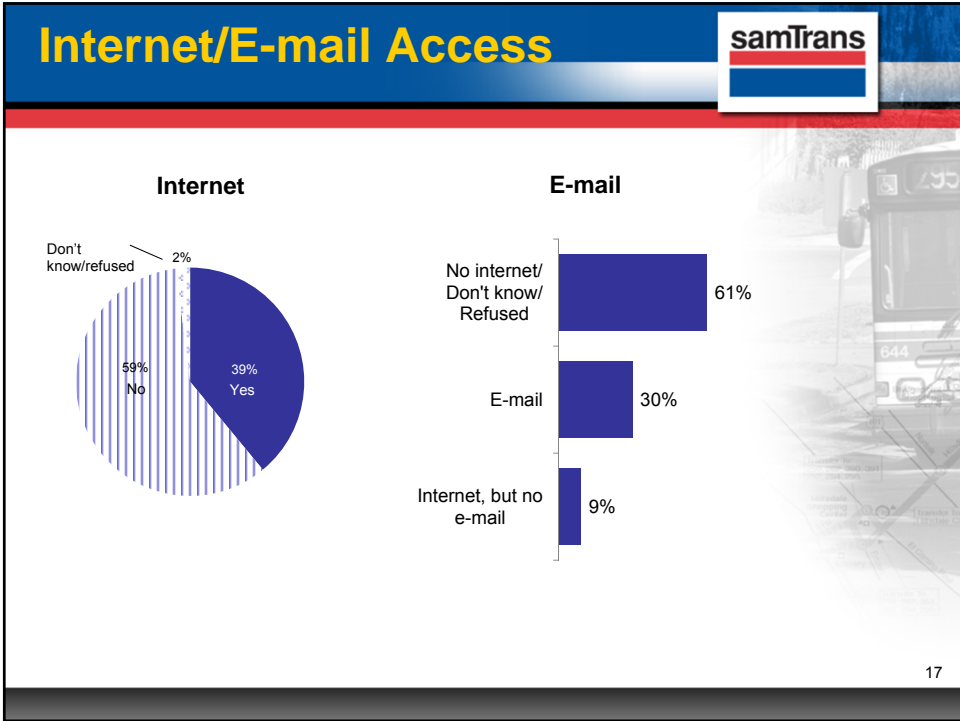
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Internet & Cell Phone Use



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Next Steps



- **Improve customer communications and outreach**
 - For example, be more clear about the 20 minute pick-up window
- **Use results for trend analysis**
 - Conduct survey every 3 years

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Questions

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